

**IOWAccess Advisory Council
Meeting Minutes of September 10, 2004, 9:30 AM
Hoover Building, Level B, Conference Rooms 2 and 3**

F i n a l

Present: Quent Boyken, Tom Gronstal, Mary Maloney, Glen Dickinson, Miriam Ubben, Barbara Corson, Tina Schmidt, Herb Strentz, David Redlawsk, Sheila Castaneda, Jane Ginapp, Gail Flagel (by phone at 9:30, then in person at 10:45), Marsha Ternus (arrived at 10:43)

Absent: Kelly Hayworth, Dick Neri, Bob Brunkhorst, Bill Dotzler, Ervin Dennis, Greg Stevens

Guests: John Gillispie, Tim Erickson, Lorrie Tritch, Kit Krogmeier, Larry Grund, Mark Uhrin, Amy Croll, Bill Ehm, Jim Saunders, Joe Herrity, Judy Vander Linden, Charlie Smithson, Sherry Arntzen, Joanne Tinker, Ann Mowery, Diane Van Zante

Council Chair, Quent Boyken, opened the meeting and noted that a quorum of members was present. Three new members were in attendance -- Tom Gronstal, Tina Schmidt, and Barbara Corson. Quent asked council members to introduce themselves and to identify the sectors they represent on the council.

1. Approve Minutes – David Redlawsk moved approval of the June 17, 2004 meeting minutes. Jane Ginapp seconded the motion. An oral vote was taken, approving the minutes as written.
2. Financial Report – Fiscal Year 2004 Year-End Report and Forecasting for Fiscal Year 2005. Denise Sturm presented an income statement and balance sheet for 2004. At the end of each fiscal year, there is a hold-open period during which transactions may still occur, so the year-end statement may still change a bit. The July 2004 Statement of Changes in Net Assets (income statement) reflects the \$1 million appropriation, receipt of \$206,000 in driver record fees and \$19,000 for Iowa Court Information System payments, totaling \$1.225 million. \$1.7 million was carried forward from last year, resulting in net assets of \$2.865 million. For those projects that have already been approved, Denise summarized the amounts that had been encumbered versus the amounts that have been spent. The unobligated cash balance on the Balance Sheet should read \$1,706,084. Tina Schmidt asked for a description of the approved projects. A question was posed about the money paid to Iowa Interactive (\$108,000 per month) – what projects does that money cover? John Gillispie agreed to compile that information, as well as a list of the different projects that he has asked them to work on. Members who travel to the meetings are encouraged to claim reimbursement. Total revenues for FY05 are projected to be \$3.8 million. After anticipated expenditures, there should be about \$3.4 million available for projects (of which \$1.15 million is already obligated). Council members would like to add a line item for obligated funds in the budget. The Council noted that there were substantial differences in some figures compared to past years and wondered why they were so dramatically different. Denise advised that she would follow up. As a point of clarification, John stated that Iowa Interactive is not responsible for

the projects that the IOWAccess Advisory Council approves; the Information Technology Enterprise (ITE) manages the project/does the work.

3. Project Updates – After the last meeting, Quent sent correspondence to a number of individuals in regard to approved projects that are not making progress. He received responses from most of the individuals; believe those responses were previously forwarded to the council. John stated that oftentimes, the financial estimates are less accurate than desired because they are based on a best guess estimate rather than a full analysis. Sometimes the scope of the project turns out to be broader than originally thought.

Mark Uhrin distributed a project status report for approved projects. At the last council meeting, a subcommittee (Miriam Ubben, David Redlawsk, and Mary Maloney) was formed to work with Iowa State University on the E-Government Research Project, however there has been no contact with ISU since that time. The subcommittee wanted to review the overall plan and the approach being taken, so it is hoped that the project has not progressed without their input. At present, the Information Technology Enterprise (ITE) is conducting an internal survey of all E-Government services; the external survey has not yet begun. John Gillispie advised that he would contact Dr. Chen to follow up.

4. Process for Requesting Funding for Projects – Mark Uhrin.
Project costs are often figured via a first cut estimate based on incomplete information. This has not been as accurate as it should be; oftentimes, estimates are based on false assumptions. ITE is proposing a more in-depth process whereby ITE works with the sponsoring agency to scope out the project and create an initial cost estimate solely for the planning phase. This would replace the concept process that the Council is using now. In effect, it would be an “approval-to-plan” process. There would be no cost to the Council or the customer in the first step. The planning phase is an important step in the process and would allow ITE to more fully understand the project as well as the deliverables. Oftentimes, the project turns out to be different than originally thought. In the second step, the Council would elect to approve payment for the development of the detailed work. This is a two-phased process, the first phase nonbillable, the second phase billable. Tina Schmidt commented that this model is being used with increasing frequency in the IT industry and is becoming a standard. Sheila Castaneda pointed out that the council is paying for the planning now, it is simply paying after the project has been approved, rather than before. Payment for the second step of the planning phase would be made to ITE. The council would like the planning document to include a range of cost for the execution phase. Should this new process apply to all projects regardless of how much is being requested (for example \$5000 versus \$150,000)? The assessment for a \$5000 project might be one page whereas a larger dollar amount might require several pages. David Redlawsk moved approval of the process. Tom Gronstal seconded the motion. An oral vote was taken, unanimously approving the new process.
5. Full-time IOWAccess Position – John Gillispie.
John advised that the Department of Administrative Services (DAS) had undergone some organizational changes, resulting in some new responsibilities for Kit Krogmeier. John’s recommendation is to hire a full time person who would be dedicated solely to IOWAccess. This would allow better updates and permit someone to shepherd the process. Due to a

number of frustrations, council members believe hiring a full time coordinator would improve things. Initially, this person would be 100% IOWAccess. The Council asked for a job description; John indicated that he would be putting one together. Glen Dickinson moved approval of hiring a full time person to be funded by the IOWAccess fund. Gail Flagel seconded the motion. The Council questioned whether this individual would be funded by IOWAccess indefinitely or for a limited amount of time. The person hired should have a background in technology and program management so that he/she can understand all the different facets involved. An oral vote was taken, unanimously approving the position.

6. Proposal for Supporting an Enterprise Lyris Server – Lorrie Tritch.
Lorrie distributed a two-page concept paper to supplement the ROI already submitted. The goal of this project is to electronically deliver time sensitive data without fail to the respected audiences on a 24/7 capability. Project Purpose: automatic E-mail notification to recipients/users about a number of different topics. At present, we do not have an enterprise solution within state government that can do that. This is also a service that agencies need. Lorrie is seeking approval of the concept and approval for the planning phase. Ongoing costs may ultimately become a marketplace service offering (in the second year) if not funded by IOWAccess. Several agencies have already contacted us about offering this service. If the Council funds this proposal, the Department of Public Safety's ROI (Email Subscription Management for Law Enforcement) will not be needed (meeting minutes denote this as agenda item number 10 below) or would require minimal funding as Public Safety would not have to develop its own service. An enterprise solution would be ideal. There is a line item showing a 25% overhead charge associated with this project. Normally, when you see an hourly charge, overhead is already included in that cost. Marsha Ternus moved approval of the concept and funding of \$170,530.76 with the idea that there would be some user participation in subsequent years or that ITE would come back to the Council to request additional funding. Gail Flagel seconded the motion. Lorrie indicated that the service could be executed in 8-10 weeks once the equipment has arrived. The Council wants to be sure that agencies would be willing to pay ongoing costs after the first year. An oral vote was taken, resulting in unanimous approval.
7. Department of Agriculture: Soil Conservation Grant application – request to approve concept to go ahead with the detailed planning. Bill Ehm explained that the Division of Soil Conservation works with landowners to offer them technical and financial assistance to achieve environmental goals. There are 100 conservation offices throughout the state. For 30 years, they have been doing everything on paper. The Division of Soil Conservation is proposing that all the soil conservation districts in the state participate in a centralized web based system that would permit electronic reporting, electronic payments, electronic applications, improved financial and progress reports, and geo-spatial reporting tied to finance. The estimated cost for detailed planning is \$10,000. No user fees are anticipated. Sheila Castaneda moved approval of the request for planning and an allocation of \$10,000 for planning. David Redlawsk seconded the motion. An oral vote was taken and unanimously passed.
8. State Auditor's Office: Online Audit Reports Project – Request to Approve Funding.

Judy Vander Linden advised that State Auditor's Office reports are currently available on the State Library's website. The intent of their project is to make all audit reports of state and local governments available to the public electronically. This request would move the application to the Auditor's website, therefore the Auditor's Office is asking for \$3,850 to cover web hosting costs for one year. After the first year, the State Auditor's Office would pay the hosting fees. Tom Gronstal moved approval of the project. David Redlawsk seconded the motion. Iowa Interactive supports "static" webpages, this would be a "dynamic" webpage which Iowa Interactive does not support. The site would include CPA audit reports as well as Auditor's Office audit reports. An oral vote was taken and unanimously passed.

9. Iowa Ethics and Campaign Disclosure Board – Request to Approve Funding for Hosting Fees.

Charlie Smithson, Director of the Ethics and Campaign Disclosure Board, stated that Ethics is seeking a total of \$12,000 in hosting fees for two platforms/projects that the Council previously approved. After the first year, Ethics would pick up the hosting fees. Originally, the Council was told that there would be no new hosting fees, however new servers were subsequently acquired, altering the plan. David Redlawsk moved approval of the hosting fees. Jane Ginapp seconded the motion. An oral vote was taken and unanimously passed.

10. Department of Public Safety (DPS): Email Subscription Management for Law Enforcement project – Request to Approve Funding.

Council approval of the Enterprise Lyris Server project (agenda item number 6 above) achieved the same purpose as this project, so no further discussion/disposition was necessary.

11. Department of Public Safety: Missing Person's Report – Request to Approve Concept.

Larry Grund and Joanne Tinker reported that DPS is requesting approval for planning costs to replicate the Sex Offender Registry concept, but for the purpose of creating a searchable database of missing persons for web access by the general public. The process is already in place. The database would be populated with 4000-6000 missing persons. Estimated cost of the planning phase is \$5000, possibly less. Sheila Castaneda moved approval, seconded by Jane Ginapp. An oral vote was taken, resulting in unanimous approval.

12. Iowa Board of Medical Examiners: Credentialing Project – Request to Approve Concept.

Ann Mowery explained that when a physician comes to Iowa and wants to get a license, there is a lengthy credentialing process and every source of information must be "primary source verified." Many times after a physician gets a license, the physician goes through the same process with any hospital or insurance company that he/she wants to do business with. The Board of Medical Examiners wants to build a website for subscribers in order to share the data that they initially compile on each physician. It is essential that the Board of Medical Examiners secure "buy-in" from the other players. The University of Iowa approached the Board about possibilities for partnering. The Board of Medical Examiners wants to develop a form that would be used for all physician credentialing purposes. The Board would need to do the political legwork, but needs ITE's help to think through the concept and technology details. At this point, there is no cost estimate. The University of Iowa re-credentials every two years; the Board of Medical Examiners would only do so on

the front end (the first time). Ann is seeking ITE's help on the technical side while she works with the user community. The Council was hesitant to approve funding without more information. Ann advised that she simply wanted to know if the Council felt this was worthwhile and within the scope of their mission. The project should save money (time and staff resources); possibly you could charge a small fee to those who no longer need to expend their own resources. Sheila Castaneda moved that permission be given for further investigation, but no approval of funding. The Board of Medical Examiners should come back to the next council meeting and submit a proposal for planning. Tina Schmidt seconded the motion. An oral vote was taken and unanimously passed.

13. Criminal and Juvenile Justice Planning (Dept of Human Rights) – Request to Support a Webpage for the Iowa Coalition for Youth Development.

Amy Croll represented the project, a request to develop a website for the Iowa Afterschool Alliance. The Iowa Coalition for Youth Development is comprised of 12 different agencies. They want to break the Afterschool Alliance out into a separate webpage. The Alliance does have its own steering committee. An organization chart and steering committee notes were previously forwarded by E-mail. The Alliance has contracted with a nonprofit to provide support services. This is not a specific agency project, but rather a collaboration of equal partners. Amy, who is from Human Rights, is asking for approval of the concept, but is not requesting IOWAccess funds. The website provides government information, it acts as sort of a clearinghouse for agencies that deal with youth services. This request is in keeping with the council's procedure regarding non-state agency projects, as stated at the last meeting. Mary Maloney moved approval. David Redlawsk seconded the motion. An oral vote was taken and unanimously passed.

14. Department of Natural Resources (DNR): Campground Reservation System – Request to Approve Concept.

Campground reservation systems already exist in approximately 45 other states. Iowa has a well functioning state park system, but currently does not take reservations in state parks; they work on a first come first serve basis. DNR wants to develop an online reservation system and an online state park map with detail on cabin and campground features. Most states charge fees for the reservation of campsites, ranging from \$2 to \$9. Iowa Interactive would like to do some detailed planning and is requesting \$10,000-15,000 for digital cameras or the services of a professional photographer to photograph the campsites. Iowa Interactive will be absorbing the costs for development and planning; ITE may have some costs later. Implementation of Phase I of the project is planned for Spring, 2005. Gail Flagel moved approval of contracting with a professional photographer (estimated cost of \$15,000). Marsha Ternus seconded the motion. Reservation fees would pay for hosting costs, help DNR maintain equipment in the field, and would go in part to Iowa Interactive for developing the application (similar to the arrangement for driver record fees). The contract with Iowa Interactive would need to stipulate exactly how that fee distribution would work. There is potential for including county park reservations too. An oral vote was taken and unanimously passed, approving up to \$15,000.

15. Mission Statement – Vote on Statement Proposed at June Meeting.

Quent Boyken advised that the mission statement was developed at the last meeting, however a quorum was no longer present to conduct a vote. It is a one sentence statement that says "The mission of the IOWAccess Advisory Council is to evaluate and recommend projects to create a one-stop electronic gateway to government information and transactions – whether federal, state or local." It reflects the fact that the Council is advisory. Sheila Castaneda moved adoption of the mission statement, as proposed. Mary Maloney seconded the motion. There was a suggestion to omit the words "to evaluate and recommend projects," resulting in the following: "The mission of the IOWAccess Advisory Council is to create a one-stop electronic gateway to government information and transactions – whether federal, state, or local." The makers of the motion accepted the friendly amendment. An oral vote was taken; the mission statement was unanimously accepted.

16. Wrap up and Adjourn – Quent Boyken.

The next meeting is scheduled for November 10 at 1:30 (the time was later changed to 1:00). Proposed meeting dates for 2005 are on Wednesday. Council members expressed concern about the late receipt of materials just prior to the meeting. For Wednesday council meetings, all documents generally need to be distributed to the council by the Friday before. John Gillispie's goal is: agenda out 10 days in advance, supporting documents out four days in advance.

Suggestion: It would be helpful if the ROI pages were numbered.

Due to the length of today's meeting, it was recommended that the council either meet for a longer period or meet more frequently. It was decided that all 2005 meetings would begin at 1:00 (instead of 1:30).

Agenda item for next meeting: Should the council approve a project fund that staff could utilize without council approval (up to a certain dollar amount)?

Jane Ginapp is retiring from the federal government on May 3, 2005, so will be resigning from the council. Gail Flagel is also resigning; unsure if she will attend the November meeting. Both ladies indicated that they would offer some suggestions for their replacement.

There being no further business, the meeting adjourned at 12:33 p.m.